


LSS – Online Utility Bill Payments

1. From the main Lynnwood Self Service page, click the **Register** link in the *Log in to access* section.

Log In

Welcome to Lynnwood Self Service

Lynnwood Self Service provides citizens with an option to pay, review and reprint their utility bills online. If this is your first time visiting online Utility Billing to manage your utility bills, you will need to create a self-service user id and then link it to your utility account. Click on the [Register link to start the self-registration process](#) in the log in section below or on the Utility Billing page.

Once your registration is completed, you will have the opportunity to [link your self-service user id to your utility account](#). You will need your utility account number and customer number as it appears on any bill sent to you since January 2017.

If you have trouble accessing online Utility Billing, please contact the City of Lynnwood at 425-670-5000 Monday through Friday during the business hours of 8:00 AM to 5:00 PM, excluding holidays.

Home

Lynnwood Self Service

Utility Billing

Log in to access

- Utility Billing

User name

Password


[Forgot your password?](#) | [Register](#)

Log In

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

<https://lss.lynnwoodwa.gov/MSS/citizens/UserRegistration.aspx>

2. On the Self- Registration page, fill out the registration form and click Save.

 **LYNNWOOD**
WASHINGTON

Log In

Self-Registration

*User ID
(between 1 and 20 characters)

*Re-type user ID

*Password
(between 8 and 15 characters)

*Re-type password

*Password hint

*Email address

testinguser

testinguser


.....

.....

My Hint


webmaster@lynnwoodwa.gov

Enter these validation numbers into the box below them



6570

6570




[Home](#)
[Lynnwood Self Service](#)
[Utility Billing](#)

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

3. On the Account Settings page, you have two options: **(a)** Link to an account to view and pay balances each time you log into Lynnwood Self Service, or **(b)** go directly to the Utility Billing module and pay a bill.

- a. Click the **link to account** link to link your account

TESTUSER -

Account Settings

Account Information

Now logged in as	TESTUSER
Last successful login	7/26/2017
Last failed login	6/20/2017
Password last changed	6/20/2017
Password expires in	55 days Change Password
E-Mail address	bstockinger@lynnwoodwa.gov Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

[link to account](#)

There are currently no linked accounts

Utility Billing Accounts

[link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)


[Home](#)

[Lynnwood Self Service](#)

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

javascript:__doPostBack('ctl00\$ctl00\$PrimaryP...

- i. On the Account Link Setup page, provide the Utility Account Number and Customer Number from your Utility Bill and click the **Update** button.

 **LYNNWOOD**
WASHINGTON

TESTUSER -
Resources -

Utility Billing Account Link Setup

What is the Utility Account Number? *

What is the Customer Number? *

* indicates required field

Update

Cancel

Home


Lynnwood Self Service

Utility Billing

Contact Us

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

- ii. You will now see the linked account in the Utility Billing Accounts section.
Click the **Go to Module** link to go to the Utility Billing module.



TESTUSER ▾

Account Settings

Account Information

Now logged in as	TESTUSER
Last successful login	7/26/2017
Last failed login	6/20/2017
Password last changed	6/20/2017
Password expires in	55 days Change Password
E-Mail address	bstockinger@lynnwoodwa.gov Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

[link to account](#)

There are currently no linked accounts

Utility Billing Accounts

[link to account](#)

Account	Customer
209433	remove

[Go To Module Homepage](#)


Home

Lynnwood Self Service

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

javascript:__doPostBack('ctl00\$ctl00\$PrimaryP...

- iii. On the Utility Billing page, click the Accounts link in the right side navigation.

**LYNNWOOD**
WASHINGTON

TESTUSER -
Resources -

Utility Billing

To make a payment, view your account balance, or view previous bills, enter your **Account Number** and **Customer Number** and click the Search button. Your Account and Customer numbers can be found on your Utility Bill. [View a sample Utility Bill.](#)

You may also link your Utility Billing account to your profile using this link: [Utility Billing Account Link Setup](#)

Account Number

Customer ID


☐ Remember these values

[Home](#)
[Lynnwood Self Service](#)
[Utility Billing](#)
[Accounts](#)
[Contact Us](#)

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

<https://lss.lynnwoodwa.gov/MSS/citizens/UtilityBilling/AccountBrowse.aspx>

- iv. On the Account Summary page, you can view and pay Your Current Balance, view information About Your Payments, Request Change of Address in your Customer Information, and review consumption history of your Services.

**LYNNWOOD**
WASHINGTON

TESTUSER -
Resources -

Utility Billing Account Summary

[Link to Account](#) | [Request Change of Address](#)

[Manage Bills](#)

Billing Account

Service Address	19100 44TH AVE W
Account Number	

Your Current Balance

Amount Due Now	\$	Pay Now
Payment Due Date	7/27/2017	

About Your Payments

Bill	Last Posted	Sum of Payments	
	11/18/2016	\$	details
	9/12/2016	\$	details
	8/2/2016	\$	details
	5/27/2016	\$	details

Customer Information

Name	COL - CITY HALL BLDG ATTN:
Address	P O BOX 5008 LYNNWOOD, WA 98046-5008
Customer ID	

[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
IRRIGATION BASE	1500	4/7/2004		ACTIVE	None
IRRIGATION USAGE	1600	4/7/2004		ACTIVE	View Consumption
TAX - IRRIGATION	4011	4/7/2004		ACTIVE	None

Home

Lynnwood Self Service

Utility Billing

Accounts


Manage Bills

Account Summary

Contact Us

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

- v. On the Manage Bills page you can view Outstanding Bills, Show Past Bills, view Bill Details, and Pay your bills.

**LYNNWOOD**
WASHINGTON

TESTUSER -
Resources -

Utility Billing

Manage Bills

[Account Summary](#)

Service Address19100 44TH AVE W

Account Number

As of07/26/2017

Outstanding Bills (bill years 1997 to 2019 only)

[Show Past Bills](#) ▼

	Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>		7/13/2017	8/16/2017	\$.	\$	Bill Details
				Total Due:	\$.	

Pay

select bills you would like to pay now, then click "Pay"

Home

Lynnwood Self Service

Utility Billing

Accounts


Manage Bills

Account Summary

Contact Us

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

- b. Click the **Go To Module Homepage** link to pay a Utility Bill without linking an account to your profile.
 - i. On the Utility Billing page, provide your Utility Account Number and your Customer ID number from your bill and click the **Search** button.



LYNNWOOD

WASHINGTON

TESTINGUSER -
Resources -

Utility Billing

To make a payment, view your account balance, or view previous bills, enter your **Account Number** and **Customer Number** and click the Search button. Your Account and Customer numbers can be found on your Utility Bill. [View a sample Utility Bill.](#)

You may also link your Utility Billing account to your profile using this link: [Utility Billing Account Link Setup](#)

Account Number

123456

Customer ID

123456

☐ Remember these values

Search

Reset

Home

Lynnwood Self Service


Utility Billing

Accounts

Contact Us

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

- ii. On the Search Results page, click the **Manage Bills** link

**LYNNWOOD**
WASHINGTON

TESTINGUSER
Resources

Utility Billing

Search Results

[Modify Search](#) | [New Search](#)

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
COL - CITY HALL BLDG	19100 44TH				Manage Bills

[Home](#)
[Lynnwood Self Service](#)
Utility Billing
[Accounts](#)
[Contact Us](#)
Search Results
[New Search](#)

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

iii. On the Manage Bills page, click the **Pay** button to pay the indicated Balance Due.

LYNNWOOD
WASHINGTON

TESTINGUSER -
Resources -

Utility Billing
Manage Bills

Account Summary

Service Address19100 44TH AVE W

Account Number

As of07/26/2017

Outstanding Bills (bill years 1997 to 2019 only)Show Past Bills ▾

Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>		7/13/2017	8/16/2017	\$	\$: Bill Details
Total Due:				\$2,223.36	

Pay

select bills you would like to pay now, then click "Pay"

Home

Lynnwood Self Service

Utility Billing

Accounts

Manage Bills

Account Summary


Contact Us

Search Results

New Search

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

iv. On the Pay Bills screen, verify the amount to be paid and click the **Continue** button.



LYNNWOOD

WASHINGTON

TESTINGUSER

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2017	7/13/2017		7/27/2017	\$	\$	\$

Continue

Cancel

Home

Lynnwood Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

Search Results

New Search

©2017 Tyler Technologies, Inc. [Help/Feedback](#)

- v. You will be redirected to a secure credit card payment site hosted by the City's credit card processing vendor, BridgePay. Provide your name, email address if you would like a receipt emailed to you, and credit card information. Click the **MAKE PAYMENT** button to complete the transaction.

BILLING INFORMATION

Time left: 6 minutes, and 45 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Total:

PAYMENT INFORMATION



Payment Method:

Card Number:

Exp. Date: /

Security Code: [What is this?](#)

Powered by [Bridgepay Network Solutions.](#)




2017-07-26

ABOUT SSL CERTIFICATES



- vi. Upon successful payment, you will see the Payment Confirmation screen. If you did not provide an email, print this screen or note the transaction details for your records. Click the link to go back to the Lynnwood Self Service site.



BridgePay

NETWORK SOLUTIONS

City of Lynnwood

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	
Description:	Total
Invoice No.:	73618
Auth code:	492776

Click [here](#) to return to City of Lynnwood